



















Scorecard >

1.0 Customer						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
<u>Improved community access to information and services - BCCO</u>						
 <u>Provide Building Industry/Public Outreach Efforts</u>	FY07 Q2	3	3	6	6	
<u>Clearly-defined performance expectations and standards (BCCO)</u>						
 <u>Timely Invoice Processing (21 days)</u>	FY07 Q2	72 %	80 %	67 %	80 %	
1.3 <u>Use consistent, fair, and effective means to achieve code compliance (BCCO)</u>						
 <u>Industry liaison meeting participation</u>	FY06	47	16	47	16	
 <u>Number of Florida Building Code Workshops hours</u>	FY07 Q2	18	12	36	24	
 <u>Number of Municipal Visits</u>	FY07 Q2	133	100	230	200	
 <u>Quality assurance audits of manufacturers and Labs</u>	FY07 Q2	82.90 %	80.00 %	85.45 %	80.00 %	
 <u>Staff Opinions for Board appeals</u>	FY07 Q2	90 %	90 %	90 %	90 %	
 <u>Total number of Florida Building Code seminars developed</u>	FY06	2	2	2	2	
 <u>Ensure the performance of quality field inspections and plan reviews.</u>	FY07 Q2	92	90	92	90	
2.0 Financial						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
<u>Meet Budget Targets (Building Code Compliance)</u>						
 <u>Expen: Total (Building Code Compliance)</u>	FY07 Q2	\$2,315 K	\$2,585 K	\$3,791 K	\$6,148 K	
 <u>Revenue: Total (Building Code Compliance)</u>	FY07 Q2	\$2,151 K	\$3,385 K	\$16,121 K	\$6,948 K	
<u>Positions: Full-Time Filled (BCCO)</u>	FY07 Q2	70	79	n/a	n/a	
3.0 Internal						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
3.1 <u>Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - BCCO</u>						
 <u>Applications Technically Reviewed (45 days)</u>	FY07 Q2	88.96 %	80.00 %	82.22 %	80.00 %	
 <u>Timely Review of Licensing Applications (10 Days)</u>	FY07 Q2	94 %	80 %	89 %	80 %	
3.2 <u>Consistent interpretation and application of enforcement practices - BCCO</u>						
 <u>Number of Vehicle Checkpoints</u>	FY07 Q2	2	3	6	6	
 <u>Timely Processing of Certification Applications</u>	FY07 Q2	100 %	95 %	100 %	95 %	
3.3 <u>Timely identification and remediation of nuisances, including unsafe structures - BCCO</u>						
 <u>License Compliance by Contractors After Citation</u>	FY07 Q2	10 %	50 %	31 %	50 %	
 <u>Response to Contractor Complaints</u>	FY07 Q2	68 %	80 %	63 %	80 %	
 <u>Timely Response to Unlicensed Contractor Activity</u>	FY07 Q2	83 %	80 %	73 %	80 %	
4.0 Learning and Growth						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
4.1 <u>Safeguard the health, safety and welfare of the community by protecting, amending and updating the enhanced and strengthened HVHZ provisions of the FBC. (BCCO)</u>						
<u>Total number of hours spent on FBC activities.</u>						
4.2 <u>Well-trained, customer-friendly County government workforce - BCCO</u>						

Initiatives >

Name	Start	Finish	Complete
Provide two Contractor licensing Seminars	10/1/2005	9/30/2006	100%
Budget: Timing:			
Provide remedial information at time of contractor citation	10/1/2005	9/30/2006	
Budget: Timing:			
Customer Feedback Plan	10/1/2005	9/30/2006	
Employee Motivation	10/1/2005	9/30/2006	
Provide BCCO Staff as direct contact for PIC	10/1/2005	9/30/2006	100%
Budget: Timing:			
Standardize municipal process and information	10/1/2005	9/30/2006	
Budget: Timing:			
Allow Easier Access to Plans Reviewers (#15, Priority)	2/26/2006	2/26/2007	
Assign WASD New Business Supervisor and BCCO Staff to PIC (#19)	2/26/2006	2/28/2007	
Standardize Fee Collection and Payment Locations (#20)	2/26/2006	2/28/2007	
Attend at least one technical seminar per year per Specialist	10/1/2006	10/1/2007	
Provide guidelines and procedures to assist Building Officials with the revalidating of permits and inspections affected by illegal contractors.	7/1/2006	9/30/2006	100%
Budget: Timing:			
Pursue disciplinary action against unlicensed contractors.	10/26/2006	1/2/2007	100%
Budget: Timing:			
Develop Action Plan to redress harm caused by the Illegally Licensed Contractors	8/30/2006	10/1/2006	100%
Budget: Timing:			
Revalidate active (in-progress) permits and inspections obtained by Illegally Licensed Contractors.	9/1/2006	12/31/2006	93%
Budget: Timing:			
Create and submit a Weekly Progress Report for the CMO regarding actions taken to resolve the ILC issue.	8/30/2006	9/30/2007	
Budget: Timing:			
Submit all 2007 Triennial update code modifications (Oct-Dec. 31)	10/1/2006	12/31/2006	100%
Budget: Timing:			

Scorecard Details >

Exception Report

Owners

Monitors

Scorecard Name: Building Code Compliance

[Goolsby, Michael](#)
[Rodriguez, Anna](#)
[Gonzalez, Herminio](#)
[Charles, Kathy](#)

[Marko, Thomas](#)
[Fernandez, Margarita](#)
[Toriente, Susanne](#)

Description:

Parent Scorecards

[ACM Scorecard - Munoz, Alex](#)

Child Scorecards

[BCCO - Product Control Division](#)

[Submit all 2007 Triennial update code modifications \(Oct-Dec. 31\)](#)

External Applications >

[Business Plan](#)

Attachments >

Title	Status	Check Out
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Building Code Compliance Business Plan Report

Run Date: 4/30/2007

Customer Perspective

Objective Name

Owner(s)

Improved community access to information and services - BCCO

Kathy Charles Herminio Gonzalez Anna Rodriguez

Initiatives Linked To Objective

Owner(s)

Establish Fraudulent Contractor
Recovery Fund

Kathy Charles
Herminio Gonzalez
Michael Goolsby
Anna Rodriguez

GrandParent Objectives

Empower the community by increasing communication and coordination with local, state, and federal entities

Parent Objectives

(NU2.2) Improved community access to information and services (priority outcome)

Measure

Owner(s)

Provide Building Industry/Public Outreach Efforts

Kathy Charles Anna Rodriguez

Number of quarterly industry newsletters produced per year. The Office produces and distributes the "Cornerstone" newsletter as an outreach effort each month.

Performance

Ind	Actual	Goal	Variance	Date
	3	3	0	3/31/2007

Initiatives Linked To Measure

Owner(s)

Disseminate information regarding department services and functions

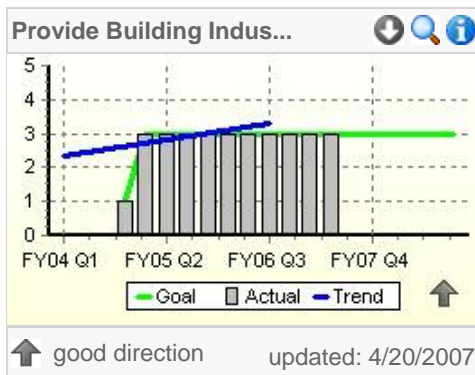
Kathy Charles
Herminio Gonzalez

Provide BCCO Staff as direct contact for PIC

Michael Goolsby

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
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Objective Name**Owner(s)**

(1.3) Use consistent, fair, and effective means to achieve code compliance (BCCO)

Kathy Charles Herminio Gonzalez Michael Goolsby
Anna Rodriguez

Initiatives Linked To Objective**Owner(s)**

Standardize municipal process and information

Michael Goolsby

GrandParent Objectives**Parent Objectives**

Use consistent, fair and effective means to achieve code compliance

Measure**Owner(s)**

Industry liaison meeting participation

Michael Goolsby

Actively participate in meetings of various trade organizations in order to create an environment of cooperation between public and private interests, construct a conduit for the dissemination of code related information and establish a leadership role in order to ensure the success of essential agendas and initiatives.

Performance

Ind	Actual	Goal	Variance	Date
▲	47	16	31	9/30/2006

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Measure**Owner(s)**

Number of Florida Building Code Workshops hours

Michael Goolsby

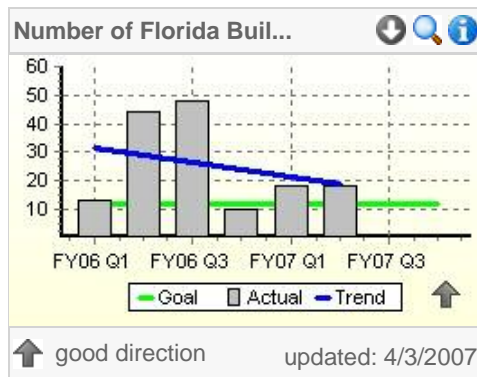
A problem-solving forum, where the acquisition of specialized building code related knowledge, skills, competencies and hands-on training can be facilitated by the active involvement and participation of the attendees. Workshops are generally impromptu training sessions which address transient but critical issues and are less formal than technical seminars and typically meet a limited need.

Performance

Ind	Actual	Goal	Variance	Date
▲	18	12	6	3/31/2007

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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**Measure****Owner(s)**

Number of Municipal Visits

Michael Goolsby

Number of municipal visits provided for guidance and assistance.

Performance

Ind	Actual	Goal	Variance	Date
▲	133	100	33	3/31/2007

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Measure**Owner(s)**

Quality assurance audits of manufacturers and Labs

Jaime Gascon

Percentage of visits to manufacturers and laboratories with state of Florida approval based on Miami-Dade's NOA/certificate. The percentage goal is based on the manufacturers and certified products divided by four quarters.

Performance

Ind	Actual	Goal	Variance	Date
▲	82.90 %	80.00 %	2.90 %	3/31/2007

**Initiatives Linked To Measure****Owner(s)**

Develop a quality assurance program for certified labs

Kathy Charles
Jaime Gascon
Anna Rodriguez

Implementation of a Mutual recognition Program for certified labs, fabricators and manufactures

Kathy Charles
Jaime Gascon
Anna Rodriguez

Add Product Control Inspector Staff

Kathy Charles
Jaime Gascon
Anna Rodriguez**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Measure**Owner(s)**

Staff Opinions for Board appeals

Michael Goolsby

Percentage of completed staff opinions for the Board of Rules and Appeals completed within seven days of receipt.

Performance

Ind	Actual	Goal	Variance	Date
▲	90 %	90 %	0 %	3/31/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Measure**Owner(s)**

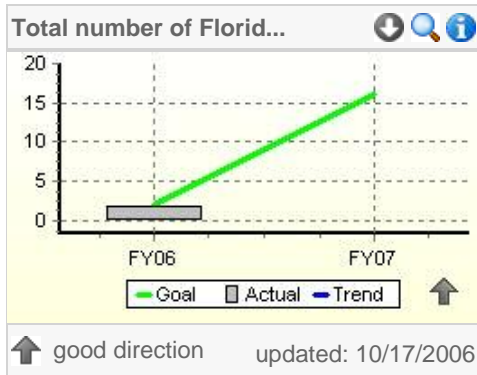
Total number of Florida Building Code seminars developed

Michael Goolsby

Create responsive technical training seminars to be used for providing the most up to date continuing education programs for the benefit of government agencies, code certified personnel, trade organizations and the public.

Performance

Ind	Actual	Goal	Variance	Date
■	2	2	(0)	9/30/2006

**Initiatives Linked To Measure****Owner(s)**

Attend at least one technical seminar per year per Specialist

Michael Goolsby

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
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Measure**Owner(s)**

Ensure the performance of quality field inspections and plan reviews.

Michael Goolsby

Provide technical and supervisory assistance to the more than 500 certified personnel in both incorporated and unincorporated areas of the county. Accompanying field inspectors on their daily routes in order to observe evaluate and assess the inspector's knowledge of all applicable codes and their ability to perform quality inspections. Accompany plans examiners in order to observe, evaluate and assess their knowledge in the application of the building code and their ability to provide quality plan review.

Performance

Ind	Actual	Goal	Variance	Date
▲	92	90	2	3/31/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Objective Name	Owner(s)
Clearly-defined performance expectations and standards (BCCO)	Kathy Charles Herminio Gonzalez Anna Rodriguez


Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Parent Objectives

Measure	Owner(s)
Timely Invoice Processing (21 days)	Kathy Charles Herminio Gonzalez Anna Rodriguez

The percentage of invoices processed within 21 days

Performance				
Ind	Actual	Goal	Variance	Date
	72 %	80 %	(8) %	3/31/2007

Initiatives Linked To Measure	Owner(s)
Develop Invoice Tracking System	Kathy Charles Anna Rodriguez
Conduct Recruitment of Accounting	Kathy Charles Anna Rodriguez

Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date



Financial Perspective

Objective Name

Meet Budget Targets (Building Code Compliance)

Owner(s)

Herminio Gonzalez

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

Parent Objectives

(ES8.2.1) Meet Budget Targets

Measure

Expen: Total (Building Code Compliance)

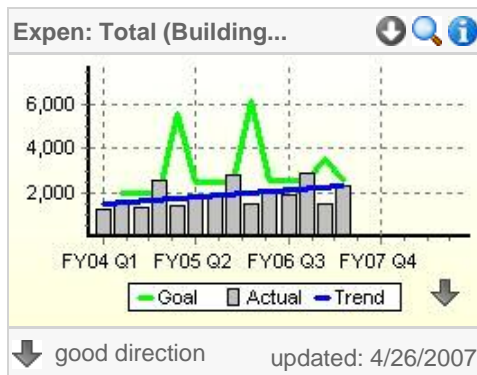
Owner(s)

Kathy Charles Herminio Gonzalez

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

Performance

Ind	Actual	Goal	Variance	Date
▲	\$2,315 K	\$2,585 K	\$270 K	3/31/2007



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
■	Expen: Personnel (BCCO)	\$1,643	\$1,589	FY07 Q2
▲	Expen: Other Operating (BCCO)	\$646	\$971	FY07 Q2
■	Expen: Capital (BCCO)	\$26	\$25	FY07 Q2
▲	Expen: Non-Operating (BCCO)	\$0 K	\$0 K	FY07 Q2

Measure**Owner(s)**

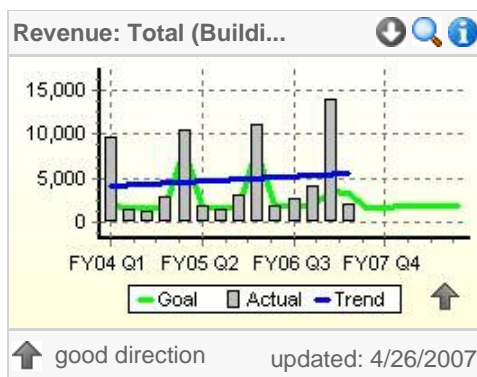
Revenue: Total (Building Code Compliance)

Kathy Charles Herminio Gonzalez Anna Rodriguez

Total revenue in \$13,758 (from FAMIS) including carryover

Performance

Ind	Actual	Goal	Variance	Date
▼	\$2,151 K	\$3,385 K	\$(1,234) K	3/31/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▼	Revenue: Carryover (BCCO)	\$0 K	\$1,766 K	FY07 Q2
▲	Revenue: Proprietary (BCCO)	\$2,151 K	\$1,797 K	FY07 Q2
▲	Revenue: General Fund (BCCO)	\$0 K	\$0 K	FY07 Q2
▲	Revenue: Federal (BCCO)	\$0 K	\$0 K	FY07 Q2
▲	Revenue: Interagency (BCCO)	\$0 K	\$0 K	FY07 Q2
▲	Revenue: State (BCCO)	\$0 K	\$0 K	FY07 Q2

Measure**Owner(s)**

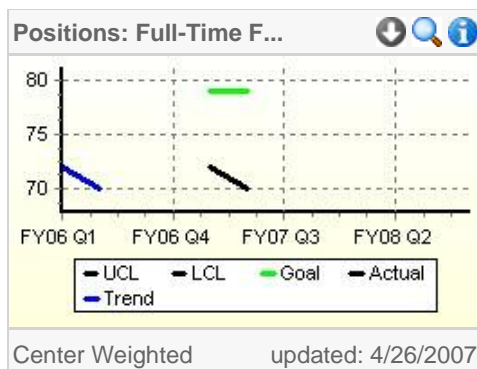
Positions: Full-Time Filled (BCCO)

Herminio Gonzalez

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

Performance

Ind	Actual	Goal	Variance	Date
	70	79	(9)	3/31/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Internal Perspective

Objective Name

Owner(s)

(3.1) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - BCCO

Kathy Charles Michael Goolsby
Anna Rodriguez

Initiatives Linked To Objective

Owner(s)

Customer Feedback Plan Kathy Charles Herminio Gonzalez
Anna Rodriguez

GrandParent Objectives

Create a more business-friendly environment in Miami-Dade County

Parent Objectives

(ED4.2) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome)

Measure


Owner(s)

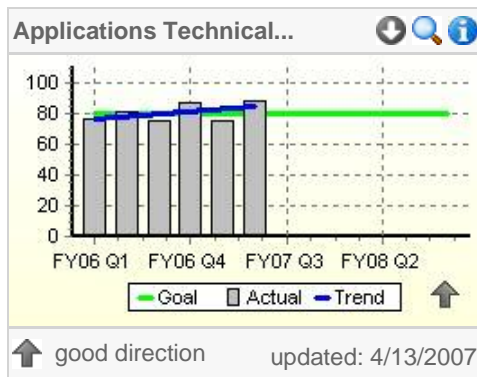
Applications Technically Reviewed (45 days)

Jaime Gascon

Percentage of applications with technical review completions within 45 days.

Performance

Ind	Actual	Goal	Variance	Date
	88.96 %	80.00 %	8.96 %	3/31/2007



Initiatives Linked To Measure

Owner(s)

Product Control system enhancements Kathy Charles Jaime Gascon
Anna Rodriguez

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
	Applications Technically Reviewed (60 days)	n/a	n/a	FY07 Q2

Measure
Owner(s)

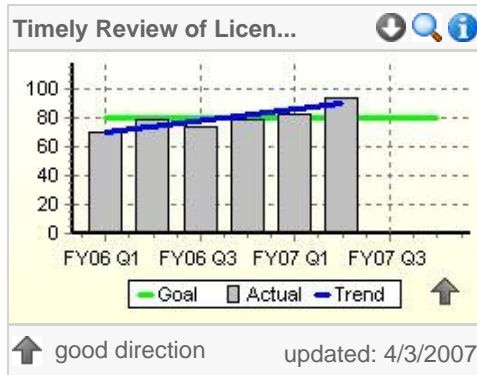
Timely Review of Licensing Applications (10 Days)

Michael Goolsby

The percentage of licensing applications reviewed within 10 business days prior to submittal to the CTQB.

Performance

Ind	Actual	Goal	Variance	Date
▲	94 %	80 %	14 %	3/31/2007


Initiatives Linked To Measure
Owner(s)

Establish additional security measures to ensure contractor licensing system process

Kathy Charles
Herminio Gonzalez

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	Timely Review of Licensing Applications (45 Days)	100 %	80 %	FY05 Q4

Objective Name**Owner(s)**

(3.3) Timely identification and remediation of nuisances, including unsafe structures - BCCO

Kathy Charles Michael Goolsby Anna Rodriguez

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives**

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.2) Timely identification and remediation of nuisances, including unsafe structures (priority outcome)

Measure**Owner(s)**

License Compliance by Contractors After Citation

Michael Goolsby

Percentage of unlicensed contractors who become licensed after receiving a citation

Performance

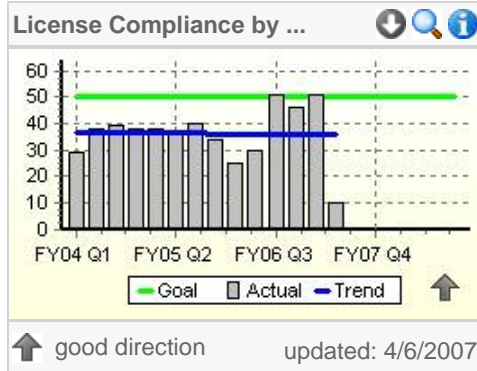
Ind	Actual	Goal	Variance	Date
☑	10 %	50 %	(40) %	3/31/2007

Initiatives Linked To Measure**Owner(s)**

Provide remedial information at time of contractor citation	Michael Goolsby
Provide two Contractor licensing Seminars	Michael Goolsby

Child Measures Linked To Measure

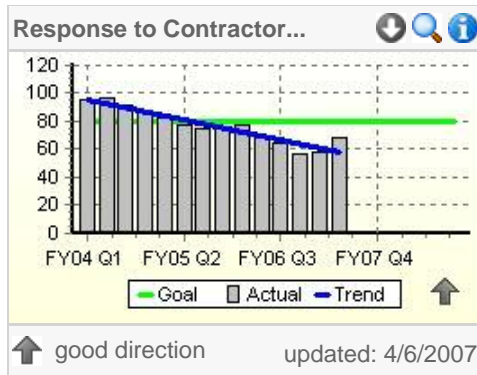
Ind	Name	Actual	Goal	Date
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Measure	Owner(s)
Response to Contractor Complaints	Michael Goolsby

Percent of complaints to BCCO processed within 48 hrs

Performance				
Ind	Actual	Goal	Variance	Date
■	68 %	80 %	(12) %	3/31/2007



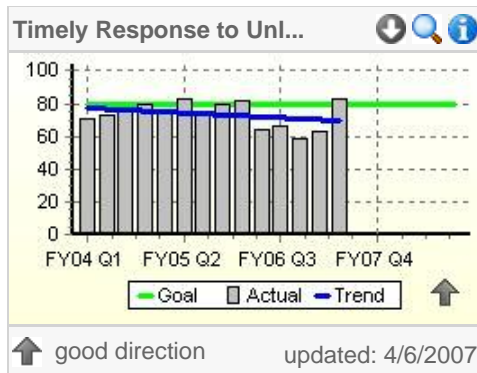
Initiatives Linked To Measure	Owner(s)
Recruit two additional Investigators.	Michael Goolsby
Action Plan to redress harm caused by Illegally Licensed Contractors.	Michael Goolsby
Revalidate permits and inspections obtained and performed by the Illegally Licensed Contractors.	Michael Goolsby
Create and submit a Weekly Progress Report for the CMO regarding actions taken to resolve the ILC issue.	Michael Goolsby

Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date

Measure	Owner(s)
Timely Response to Unlicensed Contractor Activity	Michael Goolsby Kathy Charles

Percentage of unlicensed contractor activity responded to within 24 hours

Performance				
Ind	Actual	Goal	Variance	Date
▲	83 %	80 %	3 %	3/31/2007



Initiatives Linked To Measure	Owner(s)
Implement pilot program using laptops for Contractor Investigators in the field	Kathy Charles Michael Goolsby Anna Rodriguez
Pursue Dicipinary Action against Illegally licensed contractors	Kathy Charles Herminio Gonzalez Michael Goolsby
Provide guidelines and procedures to assist Building Officials with revalidating permits and inspection affected by the illegal contractor	Kathy Charles Herminio Gonzalez Michael Goolsby
Recruit two additional Investigators.	Michael Goolsby

Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date

Objective Name**Owner(s)**

(3.2) Consistent interpretation and application of enforcement practices - BCCO

Kathy Charles Michael Goolsby Anna Rodriguez

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives**

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.3) Consistent interpretation and application of enforcement practices

Measure**Owner(s)**

Number of Vehicle Checkpoints

Michael Goolsby

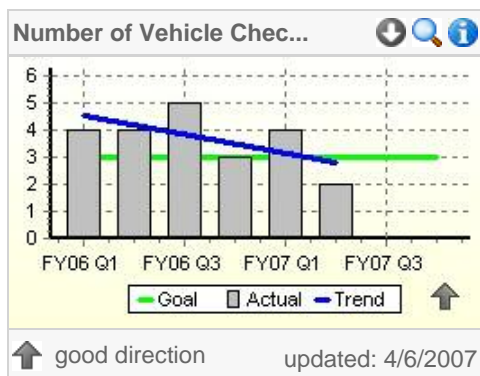
Conduct unlicensed contractor activity vehicle checkpoints

Performance

Ind	Actual	Goal	Variance	Date
■	2	3	(1)	3/31/2007

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Measure
Owner(s)

Timely Processing of Certification Applications

Michael Goolsby

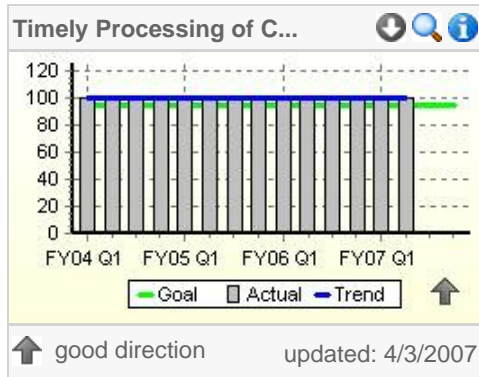
Percentage of inspector certification applications processed within 7 days for BORA.

Performance

Ind	Actual	Goal	Variance	Date
	100 %	95 %	5 %	3/31/2007

Initiatives Linked To Measure
Owner(s)
Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
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Learning and Growth Perspective

Objective Name	Owner(s)
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(4.2) Well-trained, customer-friendly County government workforce - BCCO

Kathy CharlesMichael GoolsbyAnna Rodriguez

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Employee Motivation	Kathy CharlesHerminio GonzalezAnna Rodriguez	Empower the community by increasing communication and coordination with local, state, and federal entities

Parent Objectives
(NU2.3) Well-trained, customer-friendly County government workforce (priority outcome)

Measure	Owner(s)
Florida Building Code Training	Michael Goolsby

Number of credit hours of training per year

Performance					Initiatives Linked To Measure	Owner(s)
Ind	Actual	Goal	Variance	Date	Child Measures Linked To Measure	
▲	142	130	12	9/30/2006	Ind	NameActualGoalDate



Objective Name	Owner(s)
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(4.1) Safeguard the health, safety and welfare of the community by protecting, amending and updating the enhanced and strengthened HVHZ provisions of the FBC. (BCCO)

Jaime Gascon
Michael Goolsby

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Parent Objectives

Measure	Owner(s)
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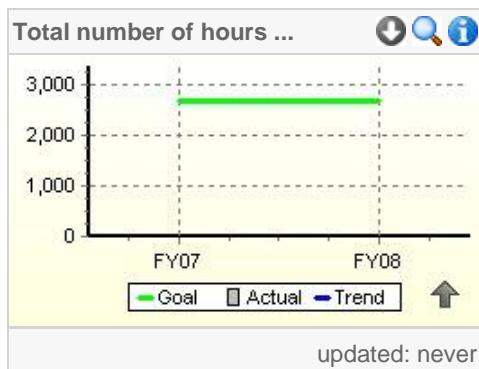
Total number of hours spent on FBC activities.

Jaime Gascon Michael Goolsby

A cumulative representation of the continuing efforts employed by BCCO staff to participate in the Florida Building Commission processes and meet the challenges presented by ensuring that the most progressive and responsive building code, possible, is maintained for the benefit of the community.

Performance

Ind	Actual	Goal	Variance	Date
	n/a	n/a	n/a	
















Initiatives Linked To Measure	Owner(s)
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Submit all 2007 Triennial update code modifications (Oct-Dec. 31) Michael Goolsby

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
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Initiatives Linked To Scorecard

Name	Project	Status	%	\$		Owner(s)
Provide two Contractor licensing Seminars	10/1/2006	Complete	100%			Michael Goolsby
Provide remedial information at time of contractor citation	10/1/2005	In Progress	n/a	n/a		Michael Goolsby
Customer Feedback Plan		Not Started	%	n/a	n/a	Kathy Charles Herminio Gonzalez Anna Rodriguez
Employee Motivation		Not Started	%	n/a	n/a	Kathy Charles Herminio Gonzalez Anna Rodriguez
Provide BCCO Staff as direct contact for PIC	10/1/2005	Complete	100%	n/a		Michael Goolsby
Standardize municipal process and information	10/1/2005	In Progress	n/a	n/a		Michael Goolsby
Allow Easier Access to Plans Reviewers (#15, Priority)		Not Started	%	n/a	n/a	Thomas Marko
Assign WASD New Business Supervisor and BCCO Staff to PIC (#19)		Not Started	%	n/a	n/a	Thomas Marko
Standardize Fee Collection and Payment Locations (#20)		Not Started	%	n/a	n/a	Thomas Marko
Attend at least one technical seminar per year per Specialist		Not Started	%	n/a	n/a	Michael Goolsby
Provide guidelines and procedures to assist Building Officials with the revalidating of permits and inspections affected by illegal contractors.	1/1/2006	Complete	100%	n/a		Michael Goolsby
Pursue disciplinary action against unlicensed contractors.	10/1/2006	In Progress	100%	n/a		Michael Goolsby
Develop Action Plan to redress harm caused by the Illegally Licensed Contractors	10/1/2006	Complete	100%	n/a		Michael Goolsby
Revalidate active (in-progress) permits and inspections obtained by Illegally Licensed Contractors.	10/1/2006	In Progress	93%	n/a		Michael Goolsby
Create and submit a Weekly Progress Report for the CMO regarding actions taken to resolve the ILC issue.	10/1/2006	In Progress	n/a	n/a		Michael Goolsby
Submit all 2007 Triennial update code modifications (Oct-Dec. 31)	1/1/2007	Complete	100%			Michael Goolsby